EasyMail Setup is a simple and convenient email management tool. With EasyMail Setup you can create, configure various domain email accounts and email account features.
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Locate your Advanced Tools and Applications

Once you log into your Online Presence Portal you will find your name in the upper right corner of the blue task bar. When you place your mouse on the blue down arrow, a menu will open; select the Advanced Tools to open a new window with the list of all Advanced Tools that are available with your specific plan. You can also use the Quick Access menu to find Advanced Tools.

![Advanced Tools menu](image)

When the new window opens, you can choose from various Apps/Tools by choosing to view ALL or a specific category. Tiles for the tools are color coded based on their category. Note that only available tools based on product plan and purchases will be shown.
EasyMail Setup is found in the Email category.

**Introduction**

EasyMail Setup is a simple and convenient email management tool. With EasyMail Setup you can create, configure various domain email accounts and email account features. EasyMail Setup allows users to access email through a preferred email client or by using Webmail. To get started with EasyMail Setup take the following steps

**TO LAUNCH EASYMAIL SETUP:**

Click on the **EasyMail Setup icon**.

The application opens in a new window.

- **Create a new account**
  Here you can create a new email account or Alias account.

- **Modify an existing Email Account**
  Modify the properties of existing Email and alias accounts. You can modify Junk Filtering settings, forwarding settings, or other account properties.

- **Go to my Dashboard**
  The dashboard gives you an overview of all your Email accounts.

- **Settings**
  You can upgrade your Email features.

- **Help**
  Get help with Email problems.
Navigation
The main menu is located on the top-right corner of EasyMail Setup.

- **Main Menu**: links you to the main page within EasyMail Setup
- **Create a new account**: allows you to create a new Email account or a new Alias account
- **Modify an existing Email Account**: allows you to change email account settings or alias account
- **Go to my Dashboard**: allows you to list all domain email
- **Settings**: allows you to create a catchall email address and enable email virus scanning
- **Help**: allows you to access information on managing your email and alias accounts
- **Feedback**: allows you to send feedback concerning EasyMail Setup

Create a New Account
Here you can create a new Email account or Alias account.

Create an Email Account
The postmaster account is created automatically when your domain is registered. However, this account is not included as part of the total number of available mailboxes. It is very important that you not only keep this account, but also, periodically check it for messages. For example, emails that are addressed to a non-existent account will be sent to the postmaster account.

*Note*: Do not delete the postmaster account - email accounts under a domain on our system will not work unless the default postmaster account exists.

The EasyMail Setup wizard is a navigation guide through the email account creation process.

The setup wizard is designed to create email accounts and alias accounts. Please note the differences between an email account and an alias account when creating a new email address.

An email account has a physical mailbox on the system that can be accessed by any POP or IMAP mail client such as Outlook, Outlook Express, and Thunderbird etc.
An Alias accounts is an email address with no physical mailbox, the email address will forward email to an email address with a physical mailbox.

With EasyMail Setup creating a new email account takes just a few easy steps. First you begin by entering the new account details, secondly you will set your spam filter settings and then the process is complete.

TO CREATE AN EMAIL ACCOUNT:

1. Click Create Account.
2. Click Create an Email Account.
3. Complete the following:
   
   **Email Account Details**

   
   Please fill in your account details:
   - Account Name: [Enter the email account name].
   - Password: [Enter a new password].
   - Re-enter password: [Confirm your new password].
   - Forgot Password Question: [Select from dropdown menu].
   - Forgot Password Answer: [Enter answer].

4. Click Next.
5. Select junk filtering settings:
Recommended Settings

It is recommended that you choose your Junk Filtering settings below. The recommended settings are already set for you. This will greatly reduce the amount of junk that you receive. Click Next to accept these settings.

Email: test123@arassanov.test.com

<table>
<thead>
<tr>
<th>Junk Filter Status:</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter Type:</td>
<td>Quarantine</td>
</tr>
<tr>
<td>Delete Junk:</td>
<td>After One Month</td>
</tr>
</tbody>
</table>

- **Junk Filter Status** – allows you to select junk filter activity
- **Off** – turn off any spam filtering.
- **Light** – filtering uses a higher point total to classify spam, and therefore is less capable of detecting and filtering out spam; however, if you have set your spam to be deleted automatically, you may want to use the lighter filtering mode to ensure that regular email classified as spam is not deleted.
- **Standard** – Indicates a custom level of spam filtering is turned on and email will be filtered to remove email from unfamiliar email addresses.
- **Aggressive** – mode filtering will filter all email that is not in your contact or “safe” list as junk mail.

**Please note:** There is always a risk that the spam filter may classify legitimate email as spam. You may not want to enable the automatic deletion of spam if you are concerned about this possibility. It is recommended you frequently review your spam, trash and junk folders to ensure your email account receives all emails from the specified sender.

- **Filter Type** – options for identifying and flagging email as spam
  - **Quarantine Spam** – email which the spam filter classifies as spam will be held back by the mail server and placed in a "quarantine folder". This folder is called "SPAM incoming". Email which is placed in the quarantine filter will not be delivered with your regular email. To review these emails you will need to visit the corresponding folder. Email in your quarantine folder can be viewed by any email client that maintains an IMAP connection with your email server.
  - **Delete Spam** – email which the filter classifies as spam will be deleted automatically after the period specified. Email which is deleted in this manner is unrecoverable.

**Please note** that there is always a risk that the spam filter may classify legitimate email as spam. We do not recommend enabling the automatic deletion of spam due to this possibility.

- **Tag and Deliver Spam** - email which the spam filter classifies as spam will have **SPAM** added to the subject heading of incoming email. The tagged email is delivered along with regular email. This setting is useful if you would like to scan through the email classified as spam by the filter. You can set up an email rule which will place email with
**SPAM** as part of the subject line into a different mail folder on your computer. Most email clients, such as Microsoft Outlook or Webmail, support email sorting

- **Delete Junk** – you can choose from various time periods after which email classified as spam will then be deleted.

**Please note:** Junk mail also accounts for email usage. Junk mail and spam emails will also take up space in your email account. It is recommended you frequently review and delete junk mail and spam emails to allow more space for your legitimate email correspondence and storage.

6. Click **Next**.

**Create an Alias Account**
An Alias accounts is an email address that does not have a physical mailbox or email storage space. Alias accounts must be forwarded to an existing email account with a mailbox and storage space. An alias email address acts as a “front” giving the appearance of unique email account when in actuality it is only an alternative email address to traffic emails through.

TO CREATE AN ALIAS ACCOUNT:

1. Click **Create Account**.
2. Click **Create an Alias Account**.
3. Complete the following:

**Alias Account Details**

- **Account Name** – enter an account name
• **Forward mail to** – enter the email address you would like emails to be forwarded to.

**Please Note:** You may enter more than one “forward to” email address. To add additional email addresses enter the email address in the Forward Mail to field and click **Add**.

4. Click **Next**.
Modifying an Existing Email Account
You can modify the properties of existing Email and alias accounts. You can modify Junk Filtering settings, forwarding settings, or other account properties.

Modify an Email Account
"Email" accounts are normal Email accounts. This is most likely the type of account you want to modify.

TO MODIFY AN EMAIL ACCOUNT:
1. Click Modify an Existing Email Account.
2. Click Modify an Email Account.
3. Select an email account.

Email Accounts

<table>
<thead>
<tr>
<th>Email</th>
<th>Usage</th>
<th>Junk Filter</th>
<th>Junk Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:test@arassanov.test.com">test@arassanov.test.com</a></td>
<td>0%</td>
<td>Light</td>
<td>Deliver</td>
</tr>
<tr>
<td><a href="mailto:test123@arassanov.test.com">test123@arassanov.test.com</a></td>
<td>0%</td>
<td>Standard</td>
<td>Quarantine: Never</td>
</tr>
</tbody>
</table>

4. Click Next.
5. Edit the following:
• **Password** – allows you to edit email password

**Note:** To change the password click Change, enter new password and click Apply.

• **Forgot Password Question** – allows you to choose another Forgot Password Question

• **Forgot Password Answer** – allows you to enter new Forgot Password Answer

• **Junk Filter Status** – allows you to select junk filter activity

• **Filter Type** – allows you to select options for identifying and flagging email as spam

• **Delete Junk** – allows you to select various time periods after which email will then be deleted

• **Whitelist** – allows you to add email addresses to a Safe list

• **Blacklist** – allows you to automatically block email sent from the blacklisted email addresses

• **Forward mail to** – allows you to forward an email account to another email account

6. Click **Next**.

**More Settings**

For additional email account settings click **More Settings**.

**Junk Filtering**

Junk Filtering screen allows you to change the Junk Filter Status, set the Filter Type that lets you choose what is done with your junk and select time periods when will automatically delete all Email flagged as junk. You may also add emails to the whitelist and blacklist.

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Webmail

Webmail is a multi-featured, browser independent email system. Easily customized some Webmail features include: contact list, daily schedule, to do list, spell checker and web bookmarks.

TO SETUP WEBMAIL:

1. Complete the following:
Webmail Settings

- **Full name** – enter the name you would like to display in your emails
- **Your signature** – enter a signature line or signature text if desired.

  **Note:** You can choose to precede your signature with dashes and to place signature before replies and forwards by selecting the corresponding check box field.

- **Web mail language** – select your preferred Webmail display language
- **When messages are deleted** – select the folder to which you wish to direct your deleted messages.
- **Time format** – select your preferred time format
- **Date format** – select your preferred date format
- **Time zone** – select your preferred time zone

  Check After Login goes directly to my inbox if after login you want to be taken directly to your inbox.

2. Click **Apply**.

SyncSuite

SyncSuite synchronizes your Calendar and Contacts between your RIM BlackBerry, Microsoft Outlook, Microsoft Outlook Express, and other mobile devices. Your Calendar and Contact information is the same when you use your Microsoft Outlook at work, your RIM BlackBerry out of the office, and your Microsoft Outlook Express at home. You can also collaborate with your co-workers by sharing your Calendars, Contacts, Tasks, and Notes with each other.
The following SyncSuite downloads are available:

- **SyncSuit for RIM BlackBerry™**
  Synchronizes: Contacts, Calendar to WEBMAIL

- **SyncSuit for Microsoft Outlook™**
  Synchronizes: Contacts, Calendar to WEBMAIL

- **SyncSuit for Microsoft Outlook Express™**
  Synchronizes: Contacts to WEBMAIL

- **SyncSuit for Windows Mobile™**
  Synchronizes: Contacts, Calendar to WEBMAIL

- **SyncSuit for SyncML enabled wireless devices**
  Synchronizes: Contacts, Calendar to WEBMAIL

**Autoresponders**

The Autoresponder function allows you to automatically reply to incoming email with a pre-written message. This function can be enabled to auto respond to all or specific email addresses sent to your email account.

**Please note:** Autoresponders do not work for forwarded and alias accounts.
TO CREATE AN AUTORESPONDER:

1. Click **Add Autoresponder**.
2. Complete the following:

   **Autoresponder Details**

   - **Respond only if** – allows you to select autoresponder conditions
   - **Sender is anyone** – the Autoresponder will send the auto-reply message to everyone who sends an email to the email account, choose "sender is anyone" from the "Respond only if" drop down menu and leave the "is" textbox blank. This is the default.
     - **From an email containing** – the autoresponder will auto reply to messages sent from a specified email address, choose the "From an email containing" option from the "Respond only if" drop-down list and enter the desired words contained in the email address in the "is" textbox. You can enter multiple words in the "is" textbox. They must be entered with a comma separated by no spaces.
To an email containing – the Autoresponder will auto reply to the email messages that are sent to a certain address. If you want the Autoresponder to reply to email messages that are sent to a certain address choose the "To an email containing" option from the “Respond only if” drop down menu and enter the words contained in the email address in the "is" textbox. You can enter multiple words in the "is" textbox. They must be entered with a comma separating entries and with no other spaces.

CC to an email containing – the Autoresponder will auto reply to email messages that are sent to a certain address. For example, if an email has the specified address in its "CC:" field, the Autoresponder will apply to it. Choose the "CC to an email containing" option from the "Respond only if" drop down menu and enter the words contained in the email address in the "is" textbox. You can enter multiple words contained in the email addresses in the "is" textbox.

Subject contains – you can reply to messages whose subject contains some specific text. Select "Subject contains" option from the "Respond only if" drop down menu and enter the text in the "is" textbox.

- **Is** – allows you to select a keyword for autoresponder
- **Message** – Enter the auto response message

3. Click **Apply**.

### Message Rules

The Message Rule functionality allows you to set rules and conditions for incoming email messages to your email account.

#### Message Rules

Create rules and conditions for your incoming Email messages.

---

TO SETUP A RULE:

1. Click **Add Rule**.
2. Complete the following:

**Rule Details**

- **Name** – Enter the rule name
- **Field** – select one of the following: To, From, CC, Subject
- **Match** – select one the conditions provided
- **Value** – enter the text that would be contained in the selected field
  
  **For example** if you want To: field containing specific text, you would choose **contains** and under value enter the text that would be contained in the field selected. If you want to setup the condition for case-sensitive text contained in the field check **Case-sensitive**.

- **Action** – select from the two drop-down menus the desired action.
  
  **For example** if you want all email messages satisfying the condition set above, choose **Copy** and choose **Junk**. This would mean that all messages satisfying the condition chosen will be copied into the Junk folder.

3. Click **Apply**.

**TO EDIT A RULE**

1. Select the desired rule.
2. Edit parameters.
3. Click **Apply**.

**TO DISABLE/ENABLE A RULE**

- Click **green colored circle icon**.
TO DELETE A RULE:

- Click red negative circle icon.

Modify an Alias Account

Alias accounts are Email addresses which forward mail to one or more Email accounts. Aliases do not have their own inbox. You can modify where the alias accounts forward.

TO MODIFY AN ALIAS ACCOUNT:

1. Click Modify an Existing Email Account.
2. Click Modify an Alias Account.
3. Select an alias account.
4. Click Next.
5. Add or remove Forward mail to.
6. Click Next.

Go To My Dashboard

The dashboard gives you an overview of all your Email accounts.
TO EDIT EMAIL ACCOUNT:

1. Select an email account.

   ![Email accounts screenshot]

   TO EDIT EMAIL ACCOUNT:

   1. Select an email account.

2. Edit the following:

   ![Settings Overview screenshot]
• **Password** – allows you to edit email password

**Note:** To change the password click Change, enter new password and click Apply.

• **Forgot Password Question** – allows you to choose another Forgot Password Question

• **Forgot Password Answer** – allows you to enter new Forgot Password Answer

• **Junk Filter Status** – allows you to select junk filter activity

• **Filter Type** – allows you to select options for identifying and flagging email as spam

• **Delete Junk** – allows you to select various time periods after which email will then be deleted

• **Whitelist** – allows you to add email addresses to a Safe list

• **Blacklist** – allows you to automatically block email sent from the blacklisted email addresses

• **Forward mail to** – allows you to forward an email account to another email account

3. Click **Apply**.
Alias Accounts

TO EDIT ALIAS ACCOUNT:

1. Select an alias account.

2. Add or remove Forward mail to.

3. Click Apply.

Settings
You can upgrade your Email features.
**Catchall**

This function allows you to redirect improperly addressed email sent to your domain to a catch-all email address. We define an improperly addressed email as an email message sent to your domain to an undefined email account.

**Example:** If your domain is "mycar.com" and you have not defined an email account for bill@mycar.com through EasyMail, all email sent to the 'bill@mycar.com' address is considered improperly addressed and will be redirected to your catch-all email address.

**TO ENABLE CATCHALL:**

1. Click **Enable**.
2. Enter email address to **Forward all Email caught by the catchall to:**
3. Click **Apply**.

**TO DISABLE CATCHALL:**

1. Click **Disable**.
2. Click **Apply**.

**SPF (Sender Policy Framework)**

SPF allows you to activate Sender Policy Framework (SPF) to protect against sender address forgery.

**Sender Policy Framework (SPF)**

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TO ENABLE/DISABLE SPF:
1. Check Enable/Disable SPF.
2. Select SPF Mode.
3. Click Apply.

Email Settings
This section provides you with all the necessary information that you need in order to setup your email account on your computer.

Virus Scanning
Email virus scanning protects your computer from computer viruses which can be transmitted by email attachments; some of these viruses are designed specifically to spread by email, while others are accidentally spread when an unsuspecting user sends a legitimate file via email which has been infected with a virus. To help protect your computer from these viruses using EasyMail you have to activate virus scanning.

TO ENABLE/DISABLE VIRUS SCANNING:
1. Click Enable/Disable.
2. Click Apply.
Help
Get help with Email problems.

EasyMail Help

Download the EasyMail Setup program
Download and run this application and it will automatically set up your Email account in Microsoft Outlook. Best suited for those who use Microsoft Outlook.

Email Setup
Get help setting up Email on your desktop Email client.

Troubleshooting
Having trouble? Try our automated troubleshooter.

Reduce Junk Mail
Get help eliminating junk from your inbox.

Email FAQ
Easy answers for frequently asked questions.